

## ATTACHMENT (2)

### PAST PERFORMANCE QUESTIONNAIRE

#### *PUBLIC SEARCH FACILITIES SUPPORT SERVICES*

Vendor Being Evaluated \_\_\_\_\_

The United States Patent and Trademark Office (USPTO) has an acquisition objective to acquire Public Search Facilities Support Services. We are in the process of contracting with a vendor to provide these services. As part of the solicitation, the potential vendor has been asked to distribute this questionnaire to a point-of-contact from their previous projects. You have been selected by the vendor as the owner's representative to provide an evaluation of their past performance.

Please answer all the questions. If a question does not apply, mark it "N/A" (Not Applicable). Verify that the name of the vendor is included at the top of each page. Return the completed questionnaire to Mr. Joe Troia, no later than the closing date of the RFP.

By mail to: Mr. Joe Troia  
U.S. Patent and Trademark Office  
Office of Procurement – Box 6  
Box 1450, MDE 7D44  
Alexandria, VA 22313-1450  
Or by facsimile at (571) 273-8407.

If you have any questions or concerns about this evaluation, feel free to contact Mr. Joe Troia at (571) 272-8407. Your response is greatly appreciated.

Evaluator's Firm Name and Address _____	
_____	
_____	
_____	
Project	_____
Evaluator	_____
Signature	_____
Telephone	_____
E-Mail	_____
Date	_____
Fax	_____

#### Contract Details

Period of Time Covered	_____	to	_____
% of Contract Complete	_____		

Contract Type (check one)	Fixed Price _____	Cost _____
Approximate Contract Value: \$ _____		
Brief summary of services provided: _____		

**PUBLIC SEARCH FACILITY LIBRARY SUPPORT SERVICES**

- Did the vendor have knowledge of library support services or similar work?

☐ Yes ☐ Usually ☐ Sometimes ☐ No ☐ N/A

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Were you satisfied with the quality of the library services or similar work provided by the vendor?

☐ Yes ☐ Usually ☐ Sometimes ☐ No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Was the vendor's customer support expertise to your satisfaction ?

☐ Yes ☐ Usually ☐ Sometimes ☐ No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Did the vendor provide adequate, knowledgeable, and skilled staff?

☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Were concerns addressed promptly by the staff and resolved?

☐ Yes ☐ Usually ☐ Sometimes ☐ Rarely without owner's persistence ☐ No

Comments: \_\_\_\_\_  
\_\_\_\_\_

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### **Customer Service**

- Did the vendor commit adequate resources in a timely fashion to the contract to meet the requirement and to successfully solve variations to the requirement?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- Did the vendor offer suggestions on improving the requirement?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- How satisfied were you with the work of the vendor?  
☐ Very Satisfied                      ☐ Somewhat Satisfied                      ☐ Not Satisfied

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### **Timeliness of Performance**

- Did the vendor adhere to required timelines as specified in the contract?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- Did the vendor's management provide information in a timely manner?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### **Business Relations**

- Was the vendor's management accessible when you needed to contact them?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- Was the vendor proactive regarding concerns about issues that may impact contract performance?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- Did the vendor communicate well with you and your firm's technical advisors?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- Would you hire this vendor again?  
☐ Yes                                      ☐ Possibly                                      ☐ No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

THANK YOU FOR YOUR ASSISTANCE IN COMPLETING THIS  
QUESTIONNAIRE